GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1183
ANSWERED ON:02.08.2006
CHANGES IN OPERATIVE SYSTEM OF POST OFFICES .
Tripathy Shri Braja Kishore

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) Whether the Government proposes to make qualitative changes in the operative system of the Post Offices in the country;

(b) If so, the details thereof and the reasons therefor;

(c) The details of targets fixed for the purpose; and

(d) The steps taken by the Government to achieve the targets?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) Yes, Sir.

(b) As provided in the Tenth Five Year Plan, the Scheme of computerization of all large post offices having more than two public counters has been approved so as to provide single counter facility for different types of postal services resulting in less queuing up time for customers. Computerization will also result in increased productivity of staff and reduction in cost of operations.

In order to speed up action on complaints, the manual procedure for handling complaints from users has been replaced by a web based grievance handling system.

Also, to reduce the shortcomings associated with manual system of handling registered mails, there is a plan to use IT based system.

To speed up handling and to curtail delay owing to manual sorting of large volume of mails, computer interface sorting machines have been planned to be installed at big mail centres.

(c) A target to computerize 7700 post offices during the Tenth Five Year Plan has been fixed and exceeded.

There is also a proposal to computerize 100 Mail Offices handling registered mails (CRCs).

A target of installing computer interface sorting machines at Delhi and Kolkata has been fixed.

(d) As on date, computers and other peripherals have been provided in 8163 post offices and 1116 customer care centers equipped with web based facility have been established all over the country. Besides 34 Computerized Registration Centres (CRCs) have been set up and another 66 are proposed during the year 2006-2007. Automated Mail Processing Machines have been installed and are working at Mumbai and Chennai. The installation of these machines at Delhi and Kolkata is being processed.

In the post offices where computers have been functioning the business hours have been extended by at least one hour to facilitate customer convenience.